

**AMENDMENT TRANSMITTAL LETTER (Large Entity)**Applicant(s): **Craig R. Shambaugh, et al.**

Docket No.

**6065-82965**Application No.  
**09/992,367**Filing Date  
**11/06/2001**Examiner  
**Bui, Bing Q.**Customer No.  
**24628**Group Art Unit  
**2642**Confirmation No.  
**5567**Invention: **METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED UPON STATISTICS****RECEIVED****SEP 23 2004**COMMISSIONER FOR PATENTS:**Technology Center 2600**

Transmitted herewith is an amendment in the above-identified application.

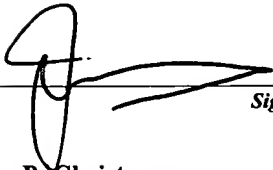
The fee has been calculated and is transmitted as shown below.

**CLAIMS AS AMENDED**

	CLAIMS REMAINING AFTER AMENDMENT	HIGHEST # PREV. PAID FOR	NUMBER EXTRA CLAIMS PRESENT	RATE	ADDITIONAL FEE
TOTAL CLAIMS	29 -	31 =	0 x	\$18.00	\$0.00
INDEP. CLAIMS	3 -	3 =	0 x	\$86.00	\$0.00
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>					\$0.00
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT					\$0.00

- ☒ No additional fee is required for amendment.
- ☐ Please charge Deposit Account No. \_\_\_\_\_ in the amount of \_\_\_\_\_
- ☐ A check in the amount of \_\_\_\_\_ to cover the filing fee is enclosed.
- ☒ The Director is hereby authorized to charge payment of the following fees associated with this communication or credit any overpayment to Deposit Account **23-0920**
- ☒ Any additional filing fees required under 37 C.F.R. 1.16.
- ☐ Any patent application processing fees under 37 CFR 1.17.
- ☐ Payment by credit card. Form PTO-2038.

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Signature

**Jon P. Christensen**  
Reg. No. 34,137

Dated: **September 16, 2004**

I hereby certify that this correspondence is being deposited with the United States Postal Service with sufficient postage as first class mail in an envelope addressed to "Commissioner for Patents, P.O. Box 1450, Alexandria, VA 22313-1450" [37 CFR 1.8(a)] on 9/16/2004

(Date)



Signature of Person Mailing Correspondence

**Abby Boone**

Typed or Printed Name of Person Mailing Correspondence

CC:



82965

PATENT

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Applicant: Craig R. Shambaugh, et al.

Art Unit: 2642

Serial No.: 09/992,367

Filed: November 6, 2001

For: METHOD OF OPTIMIZING CALL CENTER RESOURCES BASED  
UPON STATISTICS

Examiner: Bui, Bing Q

Attorney

Docket No.: 82965

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SEP 23 2004

Technology Center 2600

AMENDMENT A

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-0001

Sir:

In response to the Office Action of June 17, 2004, please amend the above-identified application as follows: